

Using ZOHO: State Finance/Payroll Helpdesk

ZOHO is an online tool to help state employee's access information and find quick resolution to common payroll questions.

To view the website, go to: <https://payrollhelpdesk.utah.gov/portal/en/home>

The screenshot shows the Payroll Help Desk homepage. The header includes the Utah State Finance logo, a search bar with the text "Search articles Use the search box to find payroll information", and a "Sign In" button. The main navigation bar has links for "Home", "Knowledge Base", and "My Area". A red box highlights a "+" button with the text "Click the + button to create a ticket for a help desk person to review". Below the navigation bar, there are three main sections: "Knowledge Base" (with a red box and text "By clicking the knowledge base, the user can search for payroll information by keyword."), "Tickets" (with a red box and text "Payroll information can be viewed to the right"), and "Alerts" (with a red box and text "Recent payroll articles can be selected and viewed"). The "Recent Articles" section lists several articles, including "ESS demo", "Proposed change to new hire/rehire date", "W2 for retiree's", "FICA exempt", "Name Change", and "Change of Address". The "Alerts" section shows a "W2 Request" alert with instructions to email payroll@utah.gov and include name and year. The "Welcome Payroll Support Center" section provides a one-stop shop for users. The "Hours" section lists the knowledge base hours (24/7) and agent availability (Monday-Friday 8AM-5 PM, Saturday-Sunday Closed).

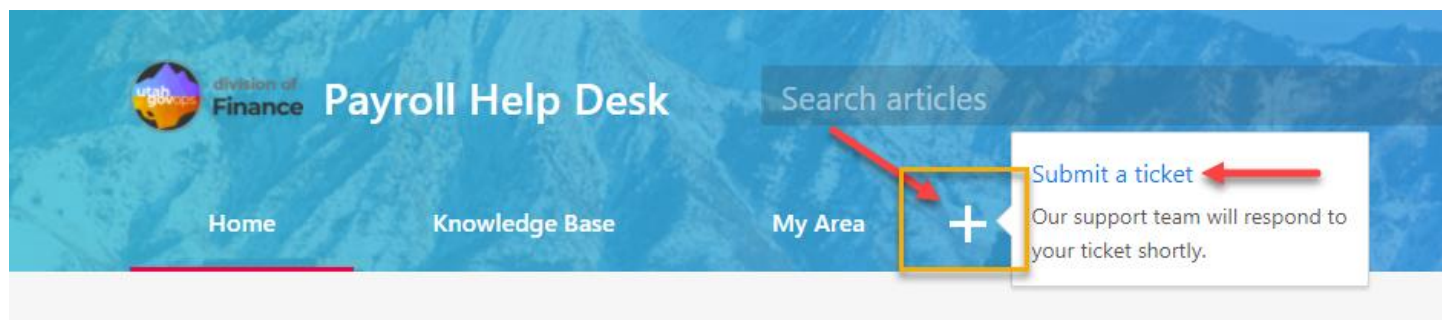
Employees can use the home page to navigate and find solutions to their payroll questions:

- Open a ticket for a help desk technician to review and respond.
- Use the search bar and knowledge base to search for common questions and answers.
- Payroll help desk hours, alerts, and contact information.

To use the knowledge base or search articles, enter a keyword. For example, if you would like to see how to request a pay stub, enter pay stub and information will be returned to you:

The screenshot shows the search results for "paystub". The header includes the Utah State Finance logo, a search bar with the text "Search in ALL KNOWLEDGE BASE TICKETS", and a "Sign In" button. The main navigation bar has links for "Home", "Knowledge Base", and "My Area". A red box highlights the search bar with the text "paystub" and a red box highlights the search results with the text "Copies of pay stubs". The "Search results for 'paystub'" section shows a list of results, including "Copies of pay stubs". The "Knowledge Base (1)" section shows a dropdown menu for "Payroll (1)".

To submit a ticket, click on the + button and select Submit a ticket:



Enter your agency information, employee ID, and a subject. Then enter the issue or question you would like answered in the description box.

As you are entering your ticket subject, related articles that might help you will appear on the right of the screen:

If you still are unable to find your answer with the related articles, enter the description, priority level, and attach a file if required and then select submit:

Once submitted, a payroll help desk technician will reply to your question within 24 hours.